



CITY OF HOUSTON

Job Posting

Applications accepted from:

ALL PERSONS INTERESTED

Job Classification

SENIOR 9-1-1 TELECOMMUNICATOR

Posting Number

PN # 112387

Department

HOUSTON EMERGENCY CENTER

Division

9-1-1 EMERGENCY NETWORK

Section

5320 North Shepherd

Reporting Location

ROTATING SHIFTS & OFF DAYS*

Workdays & Hours

**Subject to change*

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

This is a position that is responsible for receiving and processing all emergency calls by telephone including request for emergency assistance for fire related incidents as well as for emergency medical situations. Responsibilities also include entering data into the Computer Aided Dispatch System; operate associated digital telephone and recording equipment; operating a telecommunications device for the hearing impaired (TDD). Provide pre-arrival instructions to citizens requesting assistance from Houston EMS. Responsibilities will also include processing combined event calls (calls requiring both Fire/EMS and police related emergencies). Assists in the Ahands on@ training of other Sr. 9-1-1 Telecommunicators.

- # Ability to answer emergency incoming calls from citizens or agencies for Emergency Medical or Fire Services and determine the nature of the emergency in a timely manner
- # Determines the nature and priority of the emergency by asking predetermined questions and entering the information into the Computer Aided Dispatch System according to policies and procedures in a professional efficient manner.
- # Provides pre-arrival instructions to citizens requesting assistance from Houston EMS.
- # Initiates outgoing calls to other agencies that may be necessary and relevant to the processing of the reported incidents
- # Ability to recognize critical situations and alerts supervisor on complicated and unusual situations.
- # Provides prompt reporting of equipment failures and/or data discrepancies. Ensures data discrepancies are reconciled.
- # Provides Ahands on@ training and assistance to entry level Fire Telecommunicator personnel.
- # Utilizes Key Map, Criss Cross Directories, Telephones Directories and other resources to provide information to caller
- # May grant permission to private ambulance services to travel within the city limit using warning lights and sirens within established guidelines.
- # Ability to utilize the Plant Vesta₇ System=s in a CTI environment.
- # Ability to utilize the Meridian Telephone System Transfer features.

WORKING CONDITIONS

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds. May have to sit for long periods of time. Shift work required, including days/nights/holidays and weekends.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or a GED.

MINIMUM EXPERIENCE REQUIREMENTS

Two (2) years of experience as a telecommunicator in an emergency communications facility are required

MINIMUM LICENSE REQUIREMENTS

Must provide certification of successful completion of or complete within one (1) year of employment a telecommunications-training program in compliance with the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE) guidelines.

PREFERENCES

Preference will be given to those applicants with experience in an environment similar to Public Safety (e.g., Police, Ambulance or Fire) and a bilingual skill particularly in the Spanish language is preferred.

SELECTION/SKILLS TESTS REQUIRED

Must be able to pass a City-administered written test and a City-administered PC keyboard test proficiency of 40wpm. Applicant must also pass hearing test.

SAFETY IMPACT POSITION

☒ Yes ☐ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 16

\$946.00- \$1,336.00 Biweekly \$24,596.00 - \$34,736.00 Annually

OPENING DATE

August 9, 2006

CLOSING DATE

Open Until Filled

APPLICATION PROCEDURES

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st Level. Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

Our TDD phone number is (713) 837-9471.

An equal opportunity employer

